

41113 Manage lost and found property at an airport

Kaupae Level	3
Whiwhinga Credit	2
Whāinga Purpose	People credited with this skill standard are able to manage lost and found property at an airport, ensuring a focus on safety, compliance, coordination, and communication.

Hua o te ako me Paearu aromatawai | Learning outcomes and assessment criteria

Hua o te ako Learning outcomes	Paearu aromatawai Assessment criteria
1. Manage lost and found property at an airport.	a. Respond to an enquiry about lost property at an airport.
	b. Process property found at an airport.

Pārongo aromatawai me te taumata paearu | Assessment information and grade criteria

Assessment specifications:

Assessments must be conducted in an active or simulated airport environment to ensure practical application to reflect the standards of an aviation workplace.

Evidence presented for assessment against this skill standard must be in accordance with enterprise procedures.

Definitions:

Aerodrome means any defined area of land or water intended or designed to be used either wholly or partly for the landing, departure, and surface movement of aircraft; and includes any building, installations, and equipment on or adjacent to any such area used in connection with the aerodrome or its administration.

Airport refers to aerodrome as per Civil Aviation Rules.

Reference to *enterprise procedures* means that all activities must comply with the requirements contained in the current airport exposition, current airport company manuals and procedures, and any relevant legislative and/or regulatory requirements, which may include but are not limited to: Civil Aviation Act 2023, relevant Civil Aviation Rules, New Zealand Defence Force (NZDF) Policy.

Ngā momo whiwhinga | Grades available

Achieved

Ihirangi waitohu | Indicative content

Airport procedures

- Overview of airport operations and the role of lost and found services.
- Introduction to enterprise procedures and documentation standards.

Recording and managing found property

- How to accurately record finder's details.
- Techniques for describing and documenting property.
- Logging actions to locate the owner.
- Procedures for verifying entitlement before returning property.

Responding to lost property enquiries

- Steps to trace property based on enquirer information.
- Effective communication with enquiries.
- Logging enquirer and property descriptions.

Engaging with Government agencies

- When and how to involve agencies, such as New Zealand Police, New Zealand Customs Service, Aviation Security Service.
- Roles and responsibilities of each agency.

Customer service and ethics

- Handling sensitive or high-value property.
- Dealing with distressed or frustrated enquirers.
- Ethical considerations in property management.
- Privacy and data protection considerations.

Rauemi | Resources

[Civil Aviation Rule Part 139 Aerodromes – Certification, Operation and Use](#)

Enterprise procedures.

Pārongo Whakaū Kounga | Quality assurance information

Ngā rōpū whakatau-paerewa Standard Setting Body	Ringa Hora Services Workforce Development Council
Whakaritenga Rārangi Paetae Aromatawai DASS classification	Service Sector > Aviation > Airport Operations
Ko te tohutoro ki ngā Whakaritenga i te Whakamanatanga me te Whakaōritenga CMR	0112

Hātepe Process	Putanga Version	Rā whakaputa Review Date	Rā whakamutunga mō te aromatawai Last date for assessment
Rēhitatanga Registration	1	18 December 2025	N/A
Kōrero whakakapinga Replacement information	This skill standard replaced unit standards 25205 and 25206.		
Rā arotake Planned review date	31 December 2030		

Please contact Ringa Hora Services Workforce Development Council qualifications@ringahora.nz to suggest changes to the content of this skill standard.